

## NEW MEXICO COMMISSION FOR DEAF AND HARD OF HEARING PERSONS

1435 S. St. Francis Drive \* Santa Fe. New Mexico 87505 505-827-7584 Voice /TTY \* 505-827-7587 Fax NMCDHHA@state.nm.us

Commissioners Mr. Fred B. McDonald, Chair DOCKET FILE COPY ORIGINAL

Gary Johnson

Genera

Karen L. Courtney Executive Devices:

Ms. Lisa K. Urrea Ms. Peggy Kinchen Mr. Tom Dillon

Ms. Kris Gathings Ms. Carol A. Zahlis Mr. Ron Stern

Docket# 98-67

Magalies Roman Salas Office of the Secretary Federal Communications Commission 445 12th St. SW Washington D. C. 20554

Dear Ms. Salas:

Enclosed you will find four paper copies of the TRS consumer complaint summaries from the State of New Mexico.

Our agency, the New Mexico Commission for Deaf and Hard of Hearing Persons, is the responsible agent for monitoring TRS complaints state-wide, and for working towards resolution for those complaints that cannot be resolved within our relay provider's (New Mexico Relay Network and Sprint as partners) system.

This year June 1, 2000-May 31, 2001 no complaints have reached our office.

Should you need additional information, please do not hesitate to contact me.

Sincerely,

Karen L. Courtney **Executive Director**  No. of Copies rec'd

LISTABODE



1															
	SERVICE COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#00 And	swer Wait Time														-00
	al Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
22 Maria 1997 Control 1997	dn't Follow Database Inst.	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
	dn't Follow Cust. Instruct.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
		0	0	1	0	0	1	2	0	0	1	0	0	5	8%
	dn't Keep Customer Informed ent Disconnected Caller	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
	or Spelling	0	0	2	2	0	1	1	0	0	0	0	1	7	11%
		0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	ping Speed/Accuracy	0	2	0	1	0	1	0	0	0	11	0	1	6	10%
	or Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	erything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
	O Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	O Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
	o-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	ckground Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	elings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15 Rec	cording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Nois	ise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Age	ent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18 Proi	blem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
#19 Spa	anish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20 Spe	eech to Speech	0	0	0	0	Ö	0	0	0		0	0	0	0	0%
	ner Problem Type Complaint	1	2	0	2	0		0	3	7	3	0	1 1	19	31%
	TOTAL	4	8	4	7	3	5	4	4	7	9	3	4	62	
TEC	CHNICAL COMPLAINTS														
	st Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23 Cha	arged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
	uble Linking Up	0	0	0	0	<del>                                     </del>	0	0	0	1	0	0	0	1	6%
	e Disconnected	2	1	0	0	0	0	0	0	<del>                                     </del>	0	0	0	3	17%
	rbled Message	0	0	0	0	0	0	0	0	0	<del>  0</del>	0	0	0	0%
	tabase Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
	it Screen	0	0	0	0	<del> </del>	0	0	0	0	0	0	0	0	0%
and the second	ner Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
	TOTAL				1										449.78
	MISC COMPLAINTS	4	3	0	4	2	0	1	1	2	0	0	1	18	
#30 Rate				المجسير	الكياكم	الكرامي	التجالية	المتحاج		كبيدي					
#31 OSE		0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	900 Number		0	0	0	0	0	0	0	0	0	0	0	0	0%
The second second second second	rier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	and the second s	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
	work Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Othe		0	0	1	1	0	0	0	0	0	0	0	0	2	67%
	. TOTAL	0	0	1	1	0	0	1	0	0	0	0	0	3	1
	TOTAL CONTACT	8	11	5	12	5	5	6	5	9		3	5	83	4

### Summary Log for June 1, 2000 – May 31, 2001 New Mexico Relay

For the period of June 1, 2000 through May 31, 2001, New Mexico Relay Network, Inc. and Sprint processed more than 283,207 outbound calls on behalf of Relay New Mexico, receiving a total of eighty-three (.029%) customer complaints. All eighty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these eighty-three complaints were escalated for action to the State of New Mexico or to the Federal Communications Commission.

RECEIVED

JUN 2 8 2001

FCC MAIL ROOM



					торо			may .							
	OFFINAL COLOR	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT/
#00	SERVICE COMPLAINTS														
ł	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	6%
#02	Didn't Follow Database Inst.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	11	2	0	0	11	0	0	5	8%
#04	Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	0	1	0	0	3	5%
#05	5 The second second	0	0	2	2	0	11	11	0	0	0	0	1	7	11%
#06		0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	11	0	11	6	10%
#08	1 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	1	1	0	0	1	0_	0	0	1	0	0	4	6%
	The standardo Hot I ollowed	0	0	0	0	0	Ō	0	0	0	0	0	0	0	- 0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	⊹0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1	2%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	Ô	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	0	0	Ō	0	0	1	0	2	1	1	8	13%
#18	Problem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
#19	Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%.
	TOTAL	4	8	4	7	3	5	4	4	7	9	3	4	62	
	TECHNICAL COMPLAINTS									<u> </u>					*
#22	Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23	Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25	Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1 1	8	. 44%
	TOTAL	4	3	0	4	2	0	1	1	2	0	0	1	18	
	MISC COMPLAINTS		9 J.	11 - 114.5	A	T	<u> </u>			<u> </u>	7.				
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD		0	1 0	1 0	0	0	1 0	0	0			0	0	0%-
	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Carrier of Choice	0	0	0	0		0	1	0	- 0	0	0		1	33%
1101 100	Network Recording	0		0		0	ļ					<u> </u>	0	0	1.0%
	Other	0	0		0	0	0	0	0	0	0	0	0		67%
	7074			1	1 1	0	0	0	0	0	0	0	0	2	01.78
	TOTAL CONTACT	0	0	1	1	0	0	1 1	0	0	0	0	0	3	1
	TOTAL CONTACT	8	11	5	12	5	5	6	5	9	9	3	5	83	

### Summary Log for June 1, 2000 – May 31, 2001 New Mexico Relay

For the period of June 1, 2000 through May 31, 2001, New Mexico Relay Network, Inc. and Sprint processed more than 283,207 outbound calls on behalf of Relay New Mexico, receiving a total of eighty-three (.029%) customer complaints. All eighty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these eighty-three complaints were escalated for action to the State of New Mexico or to the Federal Communications Commission.

RECEIVED

JUN 2 8 2001

FCC MAIL ROOM

4



			Aimae	ii itepo	it. our	10 2000	- Iviay 2							
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														37 36 7
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	. 0%
#01 Dial Out Time	1	0	0	0	2	0	1	0	0	0	0	0	4	. 6%.
#02 Didn't Follow Database Inst.	0	0	0	0	0	1	0	0	0	0	0	0	1	2%
#03 Didn't Follow Cust. Instruct.	0	0	1	0	0	1	2	0	0	1	0	0	5	8%
#04 Didn't Keep Customer Informed	0	1	0	1	0	0	0	0	Ō	1	0	0	3	5%
#05 Agent Disconnected Caller	0	0	2	2	0	1	1	0	0	0	0	1	7	11%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	1	6	10%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	10%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	1	0	0	0	0	ō	0	0	0	1	2%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	ō	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	. 0%
#17 Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18 Problem Answer Machine	1	0	0	0	0	0	0	0	Ō	ō	1	0	2	3%
#19 Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	.0%
#21 Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
TOTAL	4	8	4	7	3	5	4	4	7	9	3	4	62	
TECHNICAL COMPLAINTS					<u> </u>	and the same	La Caracian	<u> </u>		ture of the			10.00	
#22 Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23 Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	311%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25 Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	ō	0	0	0	1	0	0	0	0	0	0	0	1	-6%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
TOTAL		3	0	4	2	0	1	1	2	0	0	1	18	
MISC COMPLAINTS				7		· · · ·					<u> </u>	<u> </u>	10	
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD	<del>-</del>	0	0	0	0	0	1 0	0	1 0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	- 0	0	0	0	0	0	0%
#33 Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34 Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Other	0	0	1	1	0	0	0	0	0	0	0	0	2	67%
TOTAL		<del></del>		<u> </u>								ļ		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
TOTAL CONTACT		0	1	1 1	0	0	1	0	0	0	0	0	3	j
TOTAL CONTACT	8	11	5	12	5	5	6	5	9	9	3	5	83	<b>.</b>

### Summary Log for June 1, 2000 – May 31, 2001 New Mexico Relay

For the period of June 1, 2000 through May 31, 2001, New Mexico Relay Network, Inc. and Sprint processed more than 283,207 outbound calls on behalf of Relay New Mexico, receiving a total of eighty-three (.029%) customer complaints. All eighty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these eighty-three complaints were escalated for action to the State of New Mexico or to the Federal Communications Commission.

RECEIVED

JUN 2 8 2001

FCC MAIL ROOM



		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Anv	fift man	TOTAL	AL BOTH
	SERVICE COMPLAINTS				Ocp	Oct	NOV	Dec	Jan	LGD	IVIAI	Apr	May	TOTAL	PCT
#00	SERVICE COMPLAINTS Answer Wait Time														1144
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	- 0% s
#02	Didn't Follow Database Inst.	1	0	0	0	2	0	1	0	0	0	0	0	4	3 653
#03		0	0	0	0	0	1	0	0	0	0	0	0	1	2%)
#03	Didn't Follow Cust. Instruct.	0	0	1	0	0	1	2	0	0	11	0	0	5	8%
	Didn't Keep Customer Informed	0	1	0	11	0	0	0	0	0	11	0	0	3	5%
#05	Agent Disconnected Caller	0	0	2	2	0	1	1	0	0	0	0	11	7	11%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	11	6	10%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	8%:
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	10%
	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Feelings Not Described	Ö	0	0	1	0	0	0	0	0	0	0	0	1	2%
	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18	Problem Answer Machine	1	0	0	0	0	0	0	0	0	0	1	0	2	3%
	Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1	2%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
	TOTAL	4	8	4	7	3	5	4	4	7	9	3	4	62	1
	TECHNICAL COMPLAINTS			<del></del>											
22	Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
23	Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	-11%
24	Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
25	Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
26	Garbled Message	0	0	0	0	0	0	0	0	0	Ō	ō	0	0	0%
27	Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
29	Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
	TOTAL	4	3	0	4	2	0	1	1	2	0	0	1	18	
	MISC COMPLAINTS				7						U	U		10	
30	Rates	0			^	^	^	^		^		^		^	0%
	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	No 900 Number		<u> </u>		0		<u> </u>						0	<u> </u>	A Control Physics Control Control
	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Network Recording	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
		0	0		1	0	0	0	0	0	0	0	0	2	67%
	TOTAL	0 8	11	1 	12	0 5	0 5	6	0 5	9	9	3	0 5	3 83	

### Summary Log for June 1, 2000 – May 31, 2001 New Mexico Relay

For the period of June 1, 2000 through May 31, 2001, New Mexico Relay Network, Inc. and Sprint processed more than 283,207 outbound calls on behalf of Relay New Mexico, receiving a total of eighty-three (.029%) customer complaints. All eighty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these eighty-three complaints were escalated for action to the State of New Mexico or to the Federal Communications Commission.

•

### Summary Log for June 1, 2000 – May 31, 2001 New Mexico Relay

For the period of June 1, 2000 through May 31, 2001, New Mexico Relay Network, Inc. and Sprint processed more than 283,207 outbound calls on behalf of Relay New Mexico, receiving a total of eighty-three (.029%) customer complaints. All eighty-three complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these eighty-three complaints were escalated for action to the State of New Mexico or to the Federal Communications Commission.

RECEIVED

JUN 2 8 2001

FCC MAIL BOOM

١,



						e 2000	- Iviay A	2001						
SERVICE COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#00 Answer Wait Time														
#01 Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0% 6%
#02   Didn't Follow Database Inst.	1	0	0	0	2	0	1	0	0	0	0	0	4	2%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	1	0	0	0	0	0	0	1	8%
#04 Didn't Keep Customer Informed	0	0	1	0	0	1	0	0	0	1	0	0	3	5%
#05 Agent Disconnected Caller	0	1 0	0	1	0	0	1	0	0	0	0	1	7	11%
#06 Poor Spelling	0	0	2 0	2 0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	2	0	1	0	1	0	0	0	1	0	1	6	10%
#08 Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09 Everything Relayed	0	1	1	0	0	1	0	0	0	1	0	0	4	6%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0		0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	1	0	1	2%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0		0	0	*0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	1	0	0	0	0	0	0	0	0	1 1	2%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	1	2	0	0	0	0	0	1	0	2	1	1	8	13%
#18 Problem Answer Machine	1	0	0	0	0	0	0	Ö	0	0	1	0	2	3%
#19 Spanish Service	0	0	0	0	1	0	0	0	0	0	0	0	1 1	2%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	1	2	0	2	0	0	0	3	7	3	0	1	19	31%
TOTAL	4	8	4	7	3	5	4	4	7	9	3	4	62	***************************************
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	2	0	0	1	0	0	0	0	0	3	17%
#23 Charged for Local Call	0	1	0	0	1	0	0	0	0	0	0	0	2	11%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	1	0	0	0	1	6%
#25 Line Disconnected	2	1	0	0	0	0	0	0	0	0	0	0	3	17%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%"
#27 Database Not Available	0	0	0	0	1	0	0	0	0	0	0	0	1	6%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	2	1	0	2	0	0	0	1	1	0	0	1	8	44%
TOTAL	4	3	0	4	2	0	1	1	2	0	0	1	18	
MISC COMPLAINTS														4.4
#30 Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 OSD		0	0	0	0	0	0	0	0	0	0	0	0	0%
#32 No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0% .
#33 Carrier of Choice	0	0	0	0	0	0	1	0	0	0	0	0	1	33%
#34 Network Recording #35 Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
·	0	0	1	1	0	0	0	0	0	0	0	0	2	67.%
TOTAL	0	0	1	1	0	0	1	0	0	0	0	0	3	
TOTAL CONTACT	8	11	5	12	5	5	6	5	9	9	3	5	83	